

Fee Payment Extension or Instalment Procedures

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1. Governing Policy

[Student Fees Policy](#)

2. Purpose

To set out the processes for lodging and assessing applications for extension of time for tuition fee payment or payment by instalments.

3. Eligibility

- a. Only full-fee paying students enrolled in an award course who do not qualify for FEE-HELP, in the case of domestic students, or who are not sponsored by a third party, in the case of onshore international students, may apply for an extension of time or payment by instalment for tuition fee payment.
- b. To be eligible these students must:
 - i. have a genuine unexpected, short-term hardship and be able to demonstrate special circumstances in accordance with [Procedure 4](#)
 - ii. demonstrate they have taken steps to be able to make tuition fee payment for subsequent semesters on time
 - iii. have completed at least one semester of study and not be a commencing student
 - iv. have paid all previous tuition fees, and
 - v. not have any other outstanding debt with the University.

4. Special Circumstances

- a. Special circumstances are circumstances which:
 - i. are beyond the student's control, and
 - ii. occurred after the student commenced their course, and
 - iii. will impact on their ability to pay their tuition fees by the due date.
- b. Special circumstances may include, but are not limited to:
 - i. **personal/family circumstances** e.g., death or severe medical problems within a family, or
 - ii. **unforeseen financial difficulties** (e.g. caused by natural disaster or other uncontrollable or compassionate situation), so that it is unreasonable to expect a student to continue making timely payments.

- c. Special circumstances do not include routine delays in accessing funds from a home banking or financial institution or change in the foreign exchange rates.

5. Application Process

- a. Applications must be made on the [required form](#) and be accompanied by the required supporting documentation. At a minimum, the application must include the most recent bank statement for each account the student holds that shows the previous three months of transactions.
- b. Applications that are incomplete or do not include all required supporting documentation will not be considered.
- c. All applications must be lodged on or before the first day of teaching. Late applications will incur a late fee.
- d. Applications for consecutive study periods may not be considered.

6. Assessment of applications

- a. The Student Finance and Scholarships Team will consider applications as soon as practicable after the receipt of an application.
- b. In assessing an application, the Student Finance and Scholarships Team may seek further information from the student, relevant staff of the University, and check any information or data held on University systems.
- c. Once a decision has been made on an application, the Student Finance and Scholarships Team will notify the student in writing of the decision and the reasons for that decision.
- d. Where an extension of time is approved, the student will be notified of the revised due date for payment.
- e. Where payment by instalment has been approved, the first payment of 50% of the tuition fee will be due on the original payment date and the remaining 50% will be due on the last day to withdraw from the topic without failure.
- f. The Student Finance and Scholarships team will inform the student of the consequences of failing to meet the approved payment arrangements and/or failure to pay fees. This includes incurring sanctions and/or being administratively withdrawn from a course or topic in accordance with the [Student Debt Procedures](#) and the [Enrolment Procedures for Coursework Students](#).

7. Definitions

Domestic students	students who are Australian citizens, Australian permanent residents or New Zealand citizens
Higher Education Loan Program (HELP)	a suite of loans offered by the Australian government that assist eligible students to pay their student contribution (HECS-HELP), domestic fee-paying tuition (FEE-HELP), overseas study expense (OS-HELP) or the Student Services and Amenities Fees (SA-HELP)
International students	students who are studying on a student visa and temporary visa with a study right
Sanction	a restriction placed on a student preventing access to University services

Sponsor	an individual or a public or private organization or agency, either Australian or international, that has agreed to pay all or part of a student's student contribution amount, tuition fees and/or other fees and charges
Student contribution amount	the part of the topic fee paid by a Commonwealth supported student
Student Services and Amenities Fees (SSAF)	a fee, revenue from which supports non-academic services to students
Tuition fee	the topic fee paid by students who are not Commonwealth supported. There are different tuition fees for domestic and international students

8. Related links

[Fee payment extension or instalment guidelines](#)

[Application form](#)

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* Unless otherwise indicated, this policy or procedures still apply beyond the review date.

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